

HUMAN SERVICES DIRECTOR

General Definition of Work:

Performs difficult professional and executive work planning, organizing and directing the County's human services functions which includes social services, aging, and transportation. Work is performed under the general supervision of the County Board of Social Services and County Manager. Position is appointed by the County Board of Social Services. Supervision is exercised over all human services department personnel.

Essential Functions/Typical Tasks:

Serving as the executive officer of the county board of social services executing the authority of the board and carrying out the principle duties and responsibilities of a county social services director as defined in NCGS 108A-14 and other North Carolina General Statutes; planning and directing the delivery of human services; providing leadership and direction for program development and standards, analyses and operations; developing, managing, and overseeing annual department budget; ensuring compliance with local, state and federal regulations ; preparing and maintaining systems, records and files.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Manages, oversees, administers and coordinates the County's human services functions including child welfare, adult protective services, income maintenance programs, child support, aging, social services legal, and transportation.
- Responsible for employee relations, complaint resolutions, and staffing issues.
- Creates organizational vision for strategic planning, developing, implementing and improving delivering of human services to Cabarrus County citizens.
- Works with government officials, other human services providers and boards, and a variety of advocacy groups to build alliances, joint ventures and partnerships in the delivery of human services in the County.
- Leads a team of program administrators and directors that manages departmental staff and programs.
- Reviews and modifies organizational policies, systems, and procedures.
- Serves as guardian for adults deemed incompetent by the state and not found to have a suitable private guardian.
- Various North Carolina General Statutes address the county social services director's duties and authority in various areas including guardianship of incompetent adults, services to the blind, unclaimed dead bodies, issuing youth employment certificates, investigated and supervise adoption cases and placements, supervising adult care homes, assist the department of corrections in dispersing work-release payments for support of dependents, investigate and respond to reports of child and disabled adults abuse and neglect, arrange and supervise child placement in foster care,
- Serves as principle department spokesperson regarding adult and child protective services cases and critical service delivery issues.
- Attends Board of Commissioners, staff and professional meetings.
- Performs related tasks as required.

Knowledge, Skills and Abilities:

Thorough knowledge of the legal and philosophical basis for public welfare and human service programs; of management principles, techniques, and practices. Considerable knowledge of principles and practice of social work. Knowledge of the department's organization, operation and objectives and applicable federal and state laws, rules, and regulations. Ability to exercise sound judgment in analyzing situations and making decisions; to direct employees and programs in the various areas of responsibility; to write clear and concise reports; to communicate ideas effectively both orally and in writing; and to develop and maintain effective working relationships with state and local officials, associates, subordinates, and the general public.

Education and Experience:

A master's degree in social work and two years of supervisory experience in the delivery of client services; or a bachelor's degree in social work and three years of supervisory experience in the delivery of client services, one of which must have been in Social Services; or graduation from a four year college or university and three years of supervisory experience in the delivery of client services, two of which must have been in Social Services. An equivalent combination of training and experience may be considered.

Physical Requirements:

This is light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects, and some medium work requiring the exertion of 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects; work requires stooping, crouching, reaching, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

Special Requirements: Possession of an appropriate driver's license valid in the state of North Carolina.

HR 12-2-2011